

## INTRODUCTION

The incumbent performs various secretarial, clerical, and typing duties for one of the Plant Protection and Quarantine work unit offices.

## DUTIES

Serves as contact for brokers, importers, industrial organizations, farmers, county agents, extension service, U.S. Customs, PPQ staff, other federal and state agencies, and the general public to give and receive non technical information.

Receives visitors to the office and refers them to the proper personnel; routes incoming telephone calls; places local and long distance calls for office personnel.

Reads and screens all incoming mail for items that can be handled personally and to determine routing; assembles background information and documents relevant to incoming mail, attaches same, and routes to Personnel; reviews outgoing mail for accuracy and adequacy, including dates, signatures, attachments, etc., and packages and routes outgoing mail.

Using word processing equipment, types letters, memoranda, forms, reports, and documents containing general and scientific/technical terminology from rough draft, handwritten copy, and voice recordings; reviews final copy for proper grammatical construction, clarity of expressions, spelling, and conformance with proper style, policy, and procedures.

Keeps record of due dates for periodic reports; reviews quantitative and non-quantitative data for incorporation in reports for adequacy and accuracy; independently prepares monthly and periodic administrative and program reports; independently or under direction, prepares maps and charts from tabular and other forms of data; prepares and maintains files for T&As for the work unit office employees; prepares travel vouchers, TR's, and travel advances, etc., from basic information provided; independently or under direction, composes simple non technical correspondence; assists employees in completing forms and reports and personnel documents for basic data provided. Prepares special program and administrative reports involving substantial searching and compiling of information from files.

Makes all travel arrangements, including arranging schedules of visits, itineraries and making common carrier and lodging reservations, notifying officials involved and making travel and lodging arrangements for conferees attending conferences at work unit office.

Maintains correspondence file, including pending file, requiring further action file, and policy and procedure files; sets up and eliminates files as needed; maintains records including property and inventory records; determines what items are to be retained and maintains Directives, publications, manuals, and regulations.

Maintains all vehicle records for work unit, including vehicle report listings, operation and utilization record, motor vehicle operations report, gasoline credit cards, GSA motor pool cards; prepares documents on vehicles procured or transferred.

Takes and transcribes dictation containing general and scientific/technical terminology. Material is normally dictated without regard to recording speed with responsibility for punctuation, capitalization, spelling, and grammar.

Maintains supervisor's calendar; schedules appointments and conferences; assembles information needed by supervisor for meetings.

Determines need and prepares requisitions for supplies based on inventory; maintains inventory of supplies.

Supervises lower-graded clerical personnel assigned to the office; delegates work and provides assistance on day-to-day duties, procedures, priorities, and administrative details; orients and trains new clerical employees. Coordinates administrative activities with subordinate officers to ensure timely submission of reports or information requested.

Operates word processing equipment, electric typewriter, calculator, adding machine, photocopier, and duplicating machine.

Keeps informed of work unit activities.

## FACTORS

### 1 . Knowledge Required by the Position

Knowledge of office routine and procedures to refer phone calls or visitors or personally answer questions.

Knowledge of PPQ program, various Federal and State laws, agency regulations and directives to refer inquiries to specific functional area and prepare various program and administrative reports.

Knowledge of grammar, spelling, punctuation, and style in order to transcribe material and type correspondence, forms and documents and to compose short pieces.

Knowledge of mail handling procedures to route incoming and outgoing mail.

Knowledge of procedures for obtaining and monitoring supplies in order to provide same for work unit and field stations.

Knowledge of the mission, goals, and priorities of the work unit to provide guidance to other clerical personnel.

Skill with use of adding machine and calculator to compute amounts for travel vouchers, requisitions, etc.

Skill in the use of word processing equipment. A qualified typist is required.

Skill in taking and transcribing dictation. A qualified stenographer is required.

## WORK SITUATION A

The work unit is relatively limited in complexity and may be divided into two or more field stations or tours. The supervisor directs the work of the units through internal procedures and administrative controls. Formal controls are largely limited to records and reports submitted.

### 2. Supervisory Controls

The supervisor defines the major priorities and deadlines and assists the incumbent with new or unusual situations. The incumbent plans and carries out routine work independently and handles problems and deviations within established policies and office procedures. Completed work is spot checked to ensure that it is in compliance with established policies and procedures.

### 3. Guidelines

Style Manual, dictionary, Records Management Handbook, travel regulations, Administrative directives, and correspondence filing manual contain relevant guidelines. Incumbent uses judgment to locate and select the appropriate guidelines for application to specific cases. In the event of ambiguous cases or guidelines, the supervisor is consulted.

### 4. Complexity

Work involves the full range of office and clerical activities, including requisitioning supplies, preparing reports, responding to requests for information and advice, maintaining files, and providing typing and stenographic services. Determining what needs to be done involves a degree

of personal judgment, but the alternatives are relatively few. Standard operating procedures are used and the supervisor is consulted in difficult cases. Actions taken are in accordance with standard operating procedures.

#### 5. Scope and Effect

The purpose of the work is to perform, coordinate, and facilitate the clerical activities of the office and to provide needed reports and information to other organizations and outside individuals. The work contributes to the daily efficiency of the office.

#### 6. Personal Contacts

Contacts are with brokers, importers, industrial organizations, farmers, county agents, extension service, U.S. Customs, and PPQ staff inside and outside of the office.

#### 7. Purpose of Contacts

The purpose of the contacts is to transmit and obtain information. Tact is required in order to establish and maintain cooperative relationships.

#### 8. Physical Demands

The work is sedentary with occasional carrying of light supplies.

#### 9. Work Environment

The work is performed in an office setting.